

WHAT IS CLAIMED IS:

1. A system for processing work items, comprising:
a dispatcher operable to:
receive a plurality of messages; and
5 determine if any of the plurality of messages is associated with a work
assignment; and
an active work server communicatively coupled to the dispatcher and operable
to:
receive work information associated with at least one message determined by
10 the dispatcher to be associated with a work assignment;
create a work item associated with the at least one message based at least in
part upon the work information, wherein the work item comprises an owner identifier;
and
communicate the work item to an owner associated with the owner identifier.
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2. The system of Claim 1, wherein the message comprises a session
summary associated with at least one of a recording session, a survey session, and an
evaluation session.
- 20 3. The system of Claim 1, wherein each message comprises work
information if it is associated with a work assignment.
4. The system of Claim 1, wherein the work information further
comprises work instructions to perform the work assignment.
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5. The system of Claim 4, wherein the work item further comprises the
work instructions.
6. The system of Claim 1, wherein the work information further
30 comprises a work type.

7. The system of Claim 6, wherein the work item further comprises the work type.

8. The system of Claim 1, wherein the work assignment is associated with at least one of:

completing an evaluation;
reviewing a recording; and
reviewing a survey.

9. The system of Claim 8, wherein the work information further comprises a link to at least one of the evaluation, the recording, and the survey.

10. The system of Claim 8, wherein the work item further comprises a first link to at least one of the evaluation, the recording, and the survey.

11. The system of Claim 10, wherein the work item further comprises a second link to at least one application used to perform the work assignment.

12. The system of Claim 11, further comprising a collaboration server having a plurality of work folders associated with a plurality of owners and operable to:

retrieve at least one of the evaluation, the recording, or the survey based on the first link; and

launch at least one application based upon the second link.

13. The system of Claim 1, further comprising a collaboration server having a plurality of work folders associated with a plurality of owners.

14. The system of Claim 13, wherein at least one work folder associated with the owner indicated by the owner identifier is operable to store the work item communicated by the active work server.

15. The system of Claim 14, wherein the collaboration server is operable to present the work item to the owner using a communication tool.

5 16. The system of Claim 13, wherein the collaboration server is operable to organize a plurality of work items associated with a particular owner.

10 17. The system of Claim 13, wherein the active work server is operable to create a work folder for the owner indicated by the owner identifier, and further operable to communicate the work item to the created work folder.

18. The system of Claim 13, further comprising a web server associated with the active work server and a user agent, the web server operable to:

verify the identity of an owner; and

15 provide the owner access to an associated work folder via the user agent, in response to verifying the identity of the owner.

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19. A work item for performing a work assignment, comprising:
an owner identifier indicating the owner of the work item;
a work type identifier associating the work item with a type of work
assignment; and
5 a link associating the work item to information used to perform the work
assignment.

20. The work item of Claim 19, wherein the work assignment is associated
with at least one of:
10 completing an evaluation;
reviewing a recording; and
reviewing a survey.

21. The work item of Claim 20, wherein the link associates the work item
to at least one of the evaluation, the recording, and the survey.
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22. The work item of Claim 21, wherein the link further associates the
work item to at least one application used to perform the work assignment.

20 23. The work item of Claim 19, further comprising work instructions to
perform the work assignment.

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24. A method for processing work items, comprising:
receiving a plurality of messages;
determining if any of the plurality of messages is associated with a work
assignment;

5 identifying work information associated with at least one message determined
to be associated with a work assignment;

creating a work item associated with the at least one message based at least in
part upon the work information, wherein the work item comprises an owner identifier;
and

10 communicating the work item to an owner associated with the owner
identifier.

25. The method of Claim 24, wherein the message comprises a session
summary associated with at least one of a recording session, a survey session, and an
evaluation session.

26. The method of Claim 24, wherein each message comprises work
information if it is associated with a work assignment.

20 27. The method of Claim 24, wherein the work information further
comprises work instructions to perform the work assignment.

28. The method of Claim 27, wherein the work item further comprises the
work instructions.

25 29. The method of Claim 24, wherein the work information further
comprises a work type.

30 30. The method of Claim 29, wherein the work item further comprises the
work type.

31. The method of Claim 24, wherein the work assignment is associated with at least one of:

completing an evaluation;
reviewing a recording; and
reviewing a survey.

32. The method of Claim 31, wherein the work information further comprises a link to at least one of the evaluation, the recording, and the survey.

33. The method of Claim 31, wherein the work item further comprises a first link to at least one of the evaluation, the recording, and the survey.

34. The method of Claim 33, wherein the work item further comprises a second link to at least one application used to perform the work assignment.

35. The method of Claim 34, further comprising:
retrieving at least one of the evaluation, the recording, or the survey based on the first link; and
launching at least one application based on the second link.

36. The method of Claim 24, further comprising storing the work item in a work folder associated with the owner indicated by the owner identifier.

37. The method of Claim 24, further comprising:
creating a work folder for the owner indicated by the owner identifier; and
communicating the work item to the created work folder.